

**POSITION: TELEPHONE/RADIO TECHNICIAN (SUPERVISOR) (VAC. 10-26 AND VAC. 10-26T)**

**BASIC FUNCTION OF POSITION**

Is the team lead/senior of three telephone/radio technicians. Provides guidance in trouble-shooting radio, telephone, and wireless computer/telephone networks. Coordinates with IMO and RIMC Bangkok on up coming projects and major radio or telephone problems. Oversees the quality of work completed by junior technicians, MPT, and contractors. Keeps records of all correspondence and ensures all necessary documentation is consistently updated as required.

**MAJOR DUTIES AND RESPONSIBILITIES**

- Coordinates with IMO and RIMC Bangkok on up coming projects and major radio or telephone problems.
- Oversees the quality of work completed by junior technicians, MPT, and contractors.
- Keeps records of all correspondence and documentation and ensures that all records are kept up to date.
- Monitors telephone systems performance, assuring dependable and uninterrupted operations of telephone communications.
- Performs preventative and routine maintenance, and corrects fault conditions on telephone systems and data cabling.
- Installs carrier networks up to and including the network, or on-premise, boundary.
- Troubleshoots network communications systems to determine source of problems.
- Troubleshoots and identifies malfunctioning or inoperative equipment, such as telephones, cabling and circuit cards.
- Troubleshoots and identifies problems by using electronic testing equipment.
- Replaces malfunctioning or inoperative equipment, such as circuit cards or processing units.
- Installs or assists in installation and configuration of telephone key systems or PBX systems hardware and software.
- Sets up new users and relocates existing users with telephone extensions, calling features, voice mail, and access codes.
- Trains new users in operation of VHF radio and mission telephone equipment.
- Terminates cable on building distribution and patch panels, etc.
- Reads technical manuals and brochures to ensure that equipment configuration/setup meets customer requirements.
- Tests and evaluates hardware and software to determine efficiency, reliability, and compatibility with existing systems.
- Performs other related duties as assigned by the IMO.